**Example Business Continuity Plan – Sunny Side Kindergarten**

Business continuity planning is intended to minimise any safety, financial, educational, operational, reputational and/or other damaging consequences of a disruptive event.

**1. Arrangements to manage inability to access a building or children’s services approved site**

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| **Details of arrangements** | **Workarounds**    ***Partial site unavailable:***  *Consider*   * Determine if remaining areas of the site are suitable for operations based on service approval * Approved provider and nominated supervisor determine what changes to operations are required.   *Notify*   * Contact Quality Assessment and Regulation Division (QARD) Area Team to notify of any operation changes * Admin staff may need to work remotely from a neighbouring service site or from home. * Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter * If co -located, notify site users. E.g. School Principal, Allied Health, other children’s services  |  | | --- | | ***Whole site unavailable:***  *Consider*   * Approved provider to discuss issues and possible options for relocation once length of reinstatement program is confirmed. * Approved provider determine what changes to operations are required.   *Notify*   * Contact QARD Area Team to notify of any operation changes. * Complete and submit any required service applications to QARD via the National Quality Agenda IT System (NQA ITS) * Provide regular updates to families and carers to notify of any operation changes via SMS, emails, social media and newsletter * If co -located, notify site users. E.g. School Principal, Allied Health, other children’s services. * Redirect suppliers to alternate site.   **IT Resources required:**   * Access to wireless network.   **Considerations:**   * OH&S issues in relocating children’s service equipment and resources * Transport arrangements for children in regional and remote areas * Children’s access to early education and care * Demands placed on families and carers due to loss of access to early education and care, co – located services and resources, relocation, etc * Demands placed on staff due to loss of resources, relocation, etc   *Key Contacts can be found in the Contacts section of the Emergency Management Plan.* | |

**2. Arrangements to manage a loss of technology / telephony / data / power / water**

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| **Details of arrangements** | **Workarounds**  ***Data/technology:***   * Relocate admin and staff facilities to other networked space within the school if co-located * Admin staff may need to work remotely from Sunny Side PS to access network * Utilise laptops where available to provide access to network   ***Telephones:***   * Ensure there is an up to date, printed, hard copy list of all child and staff contact details in an accessible, secure location. * Utilise mobile phones to contact staff. * Place message on answering machine, if possible, referring callers to an emergency contact number either on site or at alternative location.   ***Power:***   * Determine the requirement for the operation of the service. I.e. water pump for toilet operation. * Battery back-up (UPS) is on servers. Determine time limit of UPS and back up servers as required. * Restructure the program to account of the lack of power.   ***Water:***   * Purchase/have a supply of bottled water * Order bulk water delivery   **Considerations:**   * Ensure OH&S issues are considered when using back up power and water pumps * Review and update staff contact details to include mobile phone numbers. * Staff Communications Tree to include details of messaging systems   **Key contacts:**   * QARD Area Team - contact number * Phone provider – contact number |

**3. Arrangements to manage a loss or shortage of staff or skills**

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| **Details of arrangements** | **Workarounds**   * Prioritise work allocations for remaining staff * Determine the number of Casual Relief Educators required. * Casual Relief Educators to be sourced from:   + Service’s own pool of emergency educators.   + Approved provider’s own pool of emergency educators.   + Approved provider’s preferred CRT agency * Delivery multi aged program where possible to make up full groups * Implement succession plan/back up for key roles within service. i.e. person in day-to-day charge, nominated supervisor * Inform service community of issues via social media, newsletter or via phone or face to face conversations where necessary.   **Considerations:**   * Workload of staff and emergency educators * Table of key contacts * Casual Relief agency |

**NOTE:** This example template is a guide only and should be used as an aid to develop or supplement your EMP. Please adapt it as appropriate to ensure relevance to your facility and services

**Sample Business Continuity Checklist**

|  |  |
| --- | --- |
| **Action** | **Actioned?** |
| Activate the service’s Incident Management Team |  |
| Evaluate the impact of the incident for:   * Service operations * Impact over time * Manageability * Staffing levels * Resources for recovery |  |
| Identify actions to mitigate impact, including:   * Suspension of non-critical operational functions * Mutual support arranged with other facilities/services * Distance/virtual learning Use of different areas within site * Off-site activities * Back–up of key service data * Using paper-based systems * Flexible educational program plans * Using generators, portable lighting |  |
| Produce an Action Plan for maintaining critical activities that includes:   * Priorities * Communications * Resource deployment * Allocation of specific roles * Monitoring * Reporting * Stakeholder engagement |  |
| Establish a register to log all decisions and actions |  |
| Establish a register to log all financial expenditure incurred |  |
| Secure resources for continuity/recovery including:   * Staffing * Premises * IT and equipment * Welfare |  |
| Deliver appropriate communications including to:   * Staff * Parents/guardians * Allied Health * Co-located services/faculties e.g. School Principal * Other users of site * QARD Area Team * Suppliers * Local Shire/Municipality (as appropriate) |  |

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